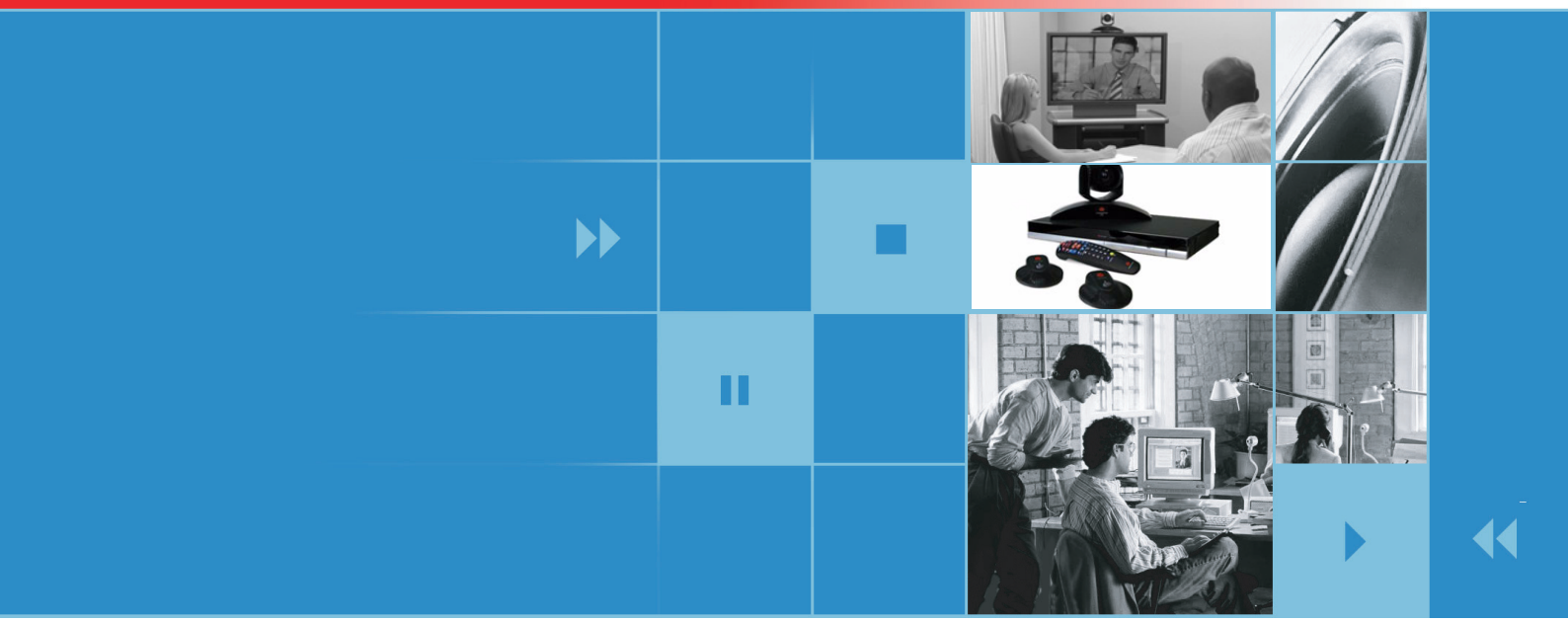

User's Guide for Polycom® QDX™ 6000 Systems

Version 3.0

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Polycom Inc.
4750 Willow Road
Pleasanton, CA 94588-2708
USA

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User's Guide for Polycom QDX 6000 Systems
Version 1.0

This guide includes overview information that you may find helpful when you're just starting to learn about video conferencing or when you have experience, but you need a quick refresher.

Polycom® QDX™ 6000 system can be customized to show only those options used in your organization. Therefore, there may be options covered in this guide that you cannot access on your system. To find out more about these options, please talk to the administrator of your Polycom QDX 6000 system.

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Using the Remote Control

You use the remote control to place calls, adjust the volume, navigate screens, and select options.

Place a call

Adjust the camera; navigate through menus

Return to the Place a Call (home) screen

Increase or decrease the sound you hear from the far sites

Zoom the camera image in or out

Mute the sound you are sending to the far sites

Turn automatic camera tracking to presets on or off

Select a camera or other video source

Display the onscreen keyboard so you can enter text

Delete letters or numbers

Start and stop sending content to far sites

End a call

Open the directory to make a call or work with an entry

Confirm your current selection; perform functions on highlighted items

Return to the previous screen

Select a far-site camera or video source

Select a near-site camera or video source

Cycle through display layouts

Store camera positions (when followed by a number); delete all stored camera positions

Enter a dot in an IP address

Enter numbers or text; move the camera to a stored position

Access the online help; see current system status while in a call; access the System screen

- The appearance of your remote control may slightly differ from what has been illustrated in this figure. The picture here is for illustration purposes only.
- The Snap feature of remote control is not enabled in this version, but this button currently supports the Calendar feature and quick access to the Recent Calls and System Information screen.

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Calling and Answering

Answering a Video Call

The Polycom QDX 6000 system can answer incoming calls in one of these ways:

- The system prompts you to answer the calls manually.
- The system answers incoming calls automatically.

To answer the call manually:

➢ Press **Call** on the remote control.

Placing a Video Call

You can use your system to place a video call in any of these ways:

- Entering a name or number. To enter letters, press **Keyboard** on the remote control.
- Choosing a site from:
  - Recent Calls list
  - Contacts list
  - Sites or Speed Dial list
  - Directory

Calling by Entering a Name or Number

To place a call by entering a name or number:

1. In the dialing field, enter the dialing information. Depending on the capabilities of your system and the system you are calling, the dialing information will look like one of these samples:
   - 10.11.12.13 (IP address—include the dots)
   - 2555 (E.164 extension)
   - AscotRoom (H.323 name)
   - stereo.polycom.com (DNS name)
2. Enter any additional information needed for the call. The available settings depend on the type of call and your system's configuration. Not all calls require these settings:
   Call Quality – Specify the call rate for this call. For most calls, choose Auto to let the system use the preferred speeds for placing calls.
3. Press **Call** on the remote control to place the call.
   Call progress indicators appear on the screen to show that the call is in progress. When the indicators turn green, the call is connected.

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Calling from the Recent Calls List

You may be able to choose a number to call from a list of the sites you have called recently. The **Recent Calls** screen provides details of all incoming and outgoing calls, including the time of the calls.

To place a call from the Recent Calls screen:

1. Select **Recent Calls** from the **Place a Call** screen.
2. Scroll to the entry you want to call.
3. Press **Call** to place the call.

- To see more details about a call listed on the Recent Calls screen, highlight the call and press Help on the remote control.
- You can sort the list by pressing the remote control keys 1-8. Press 9 to save the called number. Select " ->Help" to view details.

Calling from the Contacts or Speed Dial List

You may be able to access calling information for specific sites using the Speed Dial or Contacts list on the home screen.

To place a call using the Speed Dial or Contacts list:

1. Select **Speed Dial** or **Contacts** from the home screen, if necessary.
2. Scroll to the entry you want to call.
3. Press **Call** to place the call.

Calling from the Directory

The directory is a list of sites stored locally on the Polycom QDX 6000 system. If the system is registered with a global directory, the directory also includes entries from the global directory.

To place a call from the directory:

1. Press **Directory** on the remote control.
2. Find the entry to call.
3. Press **Call** to place the call.

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Ending a Video Call

To hand up from a call:

1. Press **Hang Up** on the remote control.
2. If prompted, confirm that you want to disconnect from the far site.

If you don't confirm that you want to hang up, the system disconnects the call automatically after 60 seconds.

Types of Video Calls You Can Make

The following table lists some possible call combinations.

From...	You can call...	By dialing...
LAN	Networked and Public Sites	Alias, E.164 address, DNS name, or IP address.
	Protected and Private Sites	Typically, the far site's gateway number then the number of the far-site system. Consult with the far site about the best method for placing the call.

When you call an IP system through a gateway that requires an extension (E.164 address), enter the extension in the dialing field whenever possible. Check with your network administrator for the extension delimiter you will need to enter into the dialing field. For example, some networks use ## to separate the extension from the IP address.
When you include the extension, you will be given the option of saving both the number and the extension in the directory when the call ends. If you enter the extension after the gateway connects, then you can save only the gateway number when the call ends.

Controlling What You See

Selecting and Adjusting a Camera or Other Video Source

You can use the remote control to select and adjust the main camera or any other near-site or far-site video sources, such as document cameras, computers, VCRs, or DVD players. You may be able to adjust other auxiliary cameras or far-site cameras that support pan, tilt, and zoom movement.

You can adjust the far-site camera only if it is configured to allow you to control it.

To select a near-site or far-site camera, or other video source:

1 If you are in a call, press Near or Far on the remote control to select either near-site or far-site control.

	This onscreen icon indicates that you can control a near-site camera or video source.
	This onscreen icon indicates that you can control a far-site camera or video source.

2 Press **Camera** on the remote control. Then select the camera or other video source you want to use.

To adjust a camera using the remote control:

1 Press **Near** or **Far** to select either near-site or far-site control.

2 Press the arrow buttons on the remote control to move the camera up, down, left, or right.

3 Press **Zoom** on the remote control to zoom out or in.

Setting and Using Camera Presets

Camera presets are stored camera positions that you can create ahead of time or during a call.

Presets allow you to:

- Automatically point a camera at pre-defined locations in a room.
- Select a video source such as a VCR or DVD player, a document camera, or an auxiliary camera.

If your system's camera supports electronic pan, tilt, and zoom movement, you can create up to 100 preset camera positions (0-99) for the near site. Each preset stores the camera number, its zoom level, and the direction it points (if appropriate). They remain in effect until you delete or change them.

If far-site camera control is allowed, you can create up to 16 presets (0-15) for the far-site camera. These presets are saved only for the duration of the call.

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You may also be able to use presets that were created at the far site to control the far-site camera.

To view your near-site presets:

1. Press **Preset** on the remote control.
2. Icons for presets 0-9 are shown on the screen. The colored icons indicate stored camera positions, and the gray icons indicate available presets.

To move the camera to a preset:

1. If a call is connected, press **Near** or **Far**, then choose a near-site or far-site camera.
2. Press a number on the remote control.

To store a preset:

1. If you are in a call, press **Near** or **Far** on the remote control to select either near-site or far-site control.
2. If you selected a camera that supports electronic pan, tilt, and zoom, you can adjust the camera's position:
   - Press the arrow buttons on the remote control to move the camera up, down, to the left, or to the right.
   - Press **Zoom** to zoom the camera out or in.
3. Press **Preset** on the remote control.
4. Press and hold a number to store the preset position. To store a double-digit preset (10-99), press the first digit quickly and hold the second number down. Any existing preset stored at the number you enter is replaced.

   The preset 0 is used as the default camera position.

To delete all presets:

1. If you are in a call, press **Near**, then choose a near-site video source.
2. Press **Preset** on the remote control.
3. Press and hold **Delete** to delete all presets.

You cannot delete just one preset. Instead, overwrite an existing preset with the new camera position.

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Switching Between Full Screen Video and the Home Screen

When the call connects, the system automatically shows video on the whole screen. You can switch back to the home screen during a call if, for example, you need to adjust a user setting, and your system is configured to allow you to do so.

To see video in the full screen:

Press **Near** on the remote control.

To see the home screen:

Press **Home** on the remote control.

Adjusting Screen Layout

In calls, you can change the current screen layout on the monitor. What you see during a call can depend on factors such as the system monitor configuration, the number of sites in the call, whether the Picture-in-Picture (PIP) is enabled and whether the content is being shared.

To change the screen layout:

In a call, repeatedly press **PIP** on the remote control to switch among the screen layouts supported by the Polycom QDX 6000 system. These might include the following layouts:

Far site, full screen	
Far and near sites, the same size, side by side	

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Far site big, near site small (only available when your monitor is configured to 16:9)	
Far site displayed in full screen, and near site in the right-bottom small window (PIP layout, only available when your monitor is configured to 4:3)	
Content displayed in the left big window, and far and near sites in the right small window	

Specifying, Showing and Turning Off the PIP

Your system can be configured to display a Picture-in-Picture (PIP) window if your monitor is set to an aspect ratio of 4:3. You can show the PIP any time the system is not sending or receiving content.

To specify whether and when to display the PIP:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Select to see more settings.
4. Scroll to **PIP**, and select one of these settings:

Select this setting...	To set the PIP…
On	Stays on for the duration of the call

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Select this setting...	To set the PIP…
Auto	Be shown when the user operates the remote control and be turned off when the user puts the remote control on the table (the PIP window is closed when the user presses the hook at the bottom of remote control, and it is opened when the hook is released).
Off	Be turned off during the call.

To show the PIP during a call:

Repeatedly pressing PIP on the remote control to switch to the PIP display. PIP can change to show the near or far site.

Controlling What You Hear

Adjusting Volume

Use the remote control to raise or lower the volume of the sound you hear.

To adjust the volume:

➢ Press Volume on the remote control.

Changing the volume affects only the sound you hear at your site.

Muting the Microphone

You can mute the microphone if you do not want the far site to hear you.

To mute or unmute the microphone:

➢ Press **Mute** on the remote control.

If a Polycom microphone is connected to your system, you can also mute the call by pressing Mute button the microphone.

Muting the microphone does not mute audio coming from any device connected to the VCR audio inputs.

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Showing Content

You may be able to show the following to the far sites:

- Any information stored on a computer
- A paper document or object placed on a document camera
- A videotape or DVD

You can show one type of content and one video source at a time, and you can switch to a different type of content or video source if you need to. Participants at other sites can also share content or video sources.

Depending on how your system is configured, you may be able to show content that is stored on a computer. When you show content from a computer, the far site can see you and what you see on the computer screen.

When you are sending content, the content icon appears on your main monitor. Depending on the configuration of your system, you may also see the content on your monitor or projector.

Showing Content with People+Content™ IP

People+Content IP allows you to send content from a computer that is not connected directly to the Polycom QDX 6000 system.

Points to note about People+Content IP:

- People+Content IP provides video-only content. No audio is shared.
- People+Content IP supports any computer desktop resolution with color set to 16 bits or higher.

To install People+Content IP on a computer:

1. On a computer with a Microsoft® Windows® XP, Windows 2000, or Windows Vista operating system, open a web browser and go to the Polycom web site at www.polycom.com/support.
2. Navigate to your product page.
3. Download and install the People+Content IP software.

To start showing content:

1. On the computer, start the Polycom People+Content IP application.
2. Enter the IP address or DNS host name of your video conferencing system and the meeting password, if one is set.
3. Click **Connect**.
4. Open the content you want to show, and do one of the following:

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— Click in People+Content IP.

— When the system is in a call, press Graphics on the remote control and select the PPCIP icon.

To stop showing content:

1 If the People+Content IP toolbar is minimized, maximize it by clicking the icon in the task bar.

2 Do one of the following:

— Click in People+Content IP.

— When the system is in a call, press Graphics on the remote control and select the PPCIP off icon.

When you stop showing content, People+Content IP disconnects and stays open so you can easily show content again.

Showing Content from a Computer Connected Directly to the System

Before you show content, check that the computer video is configured to use one of these supported resolutions and refresh rates:

Resolution	Refresh rates (Hz)
800 x 600	60
1024 x 768	60

To set the resolution and refresh rate, go to your computer's Display Control Panel.

Before the call begins:

Make sure the computer is connected and powered on.

You can connect a computer to the VGA video input of the Polycom QDX 6000 system.

To start showing content in a call:

1 Press **Graphics** on the remote control and select **Computer** icon

2 Press on the remote control.

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To stop showing content in a call:

1. Press Graphics on the remote control and select Computer off icon
2. Press on the remote control.

Showing Content from a Document Camera, VCR, or DVD Player

Depending on how your system is configured, you may be able to show different types of information to other sites in a call, such as through a document camera, VCR, or DVD player.

Before the call begins:

1. Make sure the document camera, VCR, or DVD player is connected and powered on. Refer to the setup sheet that came with your system.
2. Position your document or object in the document camera or insert the videotape or DVD.

To start showing a document, object, videotape, or DVD in a call:

1. Press Graphics on the remote control and select a video source.
2. Press on the remote control.

To stop showing a document, object, videotape, or DVD in a call:

1. Press **Graphics** on the remote control and select the current video source.
2. Press on the remote control.

Working with Directory Entries

The directory on your Polycom QDX 6000 system stores dialing information that helps you make calls quickly and easily. When a site listed in the directory calls your system, the system displays the name on the screen when the call comes in. If a site that calls you is not listed in the directory, you might be prompted to save the contact information in the directory when the call ends.

If your system is registered with a global directory server, your directory contains two types of entries:

- **Local entries:** Information about sites that you have added. These entries are stored locally on your Polycom QDX 6000 system, and depending on your system setup, you can remove or edit these entries. You can also assign local entries to categories to make it easier to find numbers. Everyone at your site who uses the system can use the entries

you create, and you can use the entries created by others. Users at other sites cannot access the local entries on your system.

- **Global entries:** Information about other active sites that are registered with the same Global Directory Server. These entries are stored on the Global Directory Server, and you cannot edit them. You can make a local copy if you want to make changes.

  `Global` entries are marked as available or offline.

Searching the Directory

You can find entries in the directory by:

- Spelling the name using the number buttons on the remote control.
- Pressing **Keyboard** to use the onscreen keyboard to spell the name.
- Scrolling through the list of names using the **Up** and **Down** arrow buttons.
- Paging through the list of names using **Zoom** on the remote control.
- Using the alphabet tabs to move through the directory and then scrolling to the name you want.

Adding, Editing, and Deleting Local Directory Entries

To add an entry to the local directory:

1. Press **Directory** on the remote control.
2. Select **Options** then **New Entry**.
3. Specify the following information:

In this field…	Enter this information…
Name	Name that will appear in the directory list and on incoming call messages.
IP Number	IP address for calls to the site.
Extension	The system's extension (E.164 address).
Call Quality	Call speed to use for IP calls to the site.
Group	Designation to help you quickly find the number in the directory.

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4 Select **Save** to save the entry.

To edit an entry:

1 Press **Directory** on the remote control.
2 Scroll to the entry you want to edit.
3 Select **Options** then **Edit Entry**.
4 Edit the information as needed.
5 Select **Save** to save your changes and return to the directory.

To delete an entry:

1 Press **Directory** on the remote control.
2 Scroll to the entry you want to delete.
3 Select **Options** then **Delete Entry**.

Categorizing Directory Entries

When you categorize your local entries, you can find calling information quickly by searching just the entries in a group instead of the entire directory.

To create a new group:

1 Press **Directory** on the remote control.
2 Select **Group**.
3 Select **Edit Groups**.
4 Enter a group name.
5 Press **Back** on the remote control to save the new group.

To delete a group:

1 Press **Directory** on the remote control.
2 Select **Group**.
3 Select **Edit Groups**.
4 Scroll to the group name you want to delete and then select **Delete**.

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When you delete a group, all entries in that group are deleted. If you want to keep these entries, be sure to assign them to a new group before you delete the old group.

To assign an entry to a group:

1. Press **Directory** on the remote control.
2. Scroll to the entry you want to assign to a group.
3. Select **Options** then **Edit Entry**.
4. Select the group name you want to assign from the Group.
5. Select **Save** to save your changes and return to the directory.

Refreshing Global Directory Entries

The global directory entries are periodically refreshed on systems registered to the Polycom Global Directory Server. You can also manually refresh the global directory entries on your system.

To manually refresh global directory entries:

1. Press **Directory** on the remote control.
2. Navigate to in the top right corner of the screen.
   If you do not see this icon with a red logo in the top right corner of the screen, your system is not registered with the Polycom Global Directory Server. Contact your system administrator for more information.
3. Select the logo and choose **Refresh**.

Changing the Way Calls Are Answered

Your system administrator may have configured the system to let you choose the way incoming calls are handled.

Temporarily Refusing Calls

If you do not wish to be disturbed by calls, you can refuse incoming calls with the Do Not Disturb feature. Callers hear a busy signal and you receive no notification about incoming calls. You can, however, make outgoing calls.

To temporarily refuse incoming calls:

1. On the home screen, select in the lower right corner of the screen.
2. Select **On** to set Do Not Disturb.

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While the system is not accepting calls, you see in the lower right corner of the screen. This setting stays in effect until you change it.

Answering Video Calls Automatically

Depending on your system configuration, you can specify whether to answer video calls automatically or to have the system announce incoming video calls and wait for you to answer manually.

Automatically answering calls is convenient, but it can create security issues. An unexpected caller could interrupt a meeting in progress or look at equipment and notes left in an empty room.

To automatically answer video calls:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. If you want to automatically answer incoming point-to-point video calls, set **Auto Answer Point-to-Point Video** to **Yes**.
4. Press **Home** to save your change and return to the home screen.

Muting Automatically Answered Video Calls

Depending on your system configuration, you can choose whether to mute the audio when automatically-answered video calls connect. This prevents callers from overhearing conversations or meetings. After the call connects, you can press **Mute** on the remote control when you're ready to unmute the call.

Note that, if you enable this option during a call, the audio for the current meeting is not affected.

To mute automatically answered video calls:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Scroll to **Mute Auto Answer Calls** and press on the remote control to enable the option.
4. Press **Home** to save your change and return to the home screen.

Customizing Your Workspace

You can customize what you see on the screen, depending on how your system is configured.

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Allowing the Far Site to Control Your Camera

Depending on your system configuration, you can allow the far site to control your camera. Far-site participants can also set and use presets for your camera, if their system supports this.

To allow the far site to control your camera:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Scroll to **Far Control of Near Camera** and press to enable the option.
4. Press **Home** to save your change and return to the home screen.

Changing this setting takes effect immediately, even if a call is in progress.

Displaying the Far Site's Name When the Call Connects

Depending on your system configuration, you can specify whether to display the far site's name when the call connects.

To specify whether to display the name of the far site:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Select **Next** to see more settings.
4. Scroll to Far Site Name Display, press on the remote control, and select whether to display the remote site name.
5. Press Home to save your change and return to the home screen.

Hearing Audio Confirmation When You Dial

Depending on your system configuration, you can set up the system to speak each number as you enter it in the dialing entry field on the Place a Call screen.

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To enable audio confirmation:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Select **Next** to see more settings.
4. Scroll to **Keypad Audio Confirmation** and press on the remote control to enable the option.
5. Press **Home** to save your change and return to the home screen.

Adjusting for Room Lighting

Depending on your system configuration, you can use the backlight control to adjust the brightness of the video that the main camera sends to the Polycom QDX 6000 system. Adjusting this setting can be helpful when the room arrangement results in strong light coming from behind the people in the picture.

Because backlight controls adjust the main camera, these controls will not make content from a computer or a document camera appear brighter.

To turn backlight compensation on:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Scroll to Backlight Compensation and press on the remote control to enable the option.
4. Press **Home** to save your change and return to the home screen.